# Compass - Requests for Specific Generic Manufacturer In and Out of Stock Process

[Reminders](#_Toc181915798)

[Requests for Specific Generic Manufacturer Process](#_Toc181915799)

[Requests for Specific Generic Manufacturer That We Do Not Stock Process](#_Toc181915800)

[Frequently Asked Questions with Answers](#_Toc181915801)

[Related Documents](#_Toc181915802)

**Description:** Provides Customer Care with steps to request a specific generic manufacturer for a new prescription, or how to change a prescription that was already filled, when a prescriber or member requests that a generic from a specific manufacturer be dispensed.

|  |
| --- |
| Reminders |

The PBM will make every attempt to meet the member’s needs.

When able to fill for the specific generic manufacturer, the pharmacy will add a long-term **Mail Alert** to the member’s profile to ensure that any future orders for the prescription will be filled with the requested generic manufacturer.

**Long-Term Mail Alert Reminder:** Each order will be held for review by the pharmacy, and it will delay processing for 1 to 2 business days.

[Top of the Document](#_top)

|  |
| --- |
| Requests for Specific Generic Manufacturer Process |

 Advise the member that we cannot guarantee we can get the requested manufacturer, and if it is unavailable, the pharmacy will contact the prescriber for a suitable alternative.

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Determine the status of the prescription in question. For assistance, refer to [Compass - Mail Order History / Order Status](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) (056369). | |
| **If…** | **Then…** |
| Member will be mailing in a new prescription | Advise the member to have their prescriber write the specific manufacturer’s name on the prescription and write DAW for the generic. |
| Prescription is not yet showing as in process | Refer to the appropriate document:   * [Compass - When to Transfer Calls to Clinical Care (062788](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d2dab105-056c-45be-b28b-bfad61c60a2f)) * [Compass MED D - When to Transfer Calls to Clinical Care Services Clinical Counseling (062921](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e38db11-c85f-46a4-81c4-32149298c44e))   These calls are primarily handled by clinical care who will add a Mail Alert when necessary. |
| Prescription is currently in process with the wrong manufacturer | Refer to [Compass - Placing/Releasing a Prescription (Rx) in Process on Hold/From Hold](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=46478c4b-48ae-4502-b66c-222e1ca37ce3) (056362) to place the prescription on hold, if still available.  Then [warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) member to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad)**.** |
| Prescription has already been filled by the PBM | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).   * In the Comments field, briefly note why the specific manufacturer is being requested. (**Alternative:** Clinical team can ask the member for the reason and document in the Mail Alerts or wherever is appropriate.) * Ensure Clinical Care Services are within their Hours of Operation. * Continue to **warm** transfer when the matter is **complicated or escalated**. These are not appropriate calls for a cold transfer. * **Medicare D** members should continue to be **warm** transferred. * Review client specific processes, if applicable. |

[Top of the Document](#_top)

|  |
| --- |
| Requests for Specific Generic Manufacturer That We Do Not Stock Process |

If the specific manufacturer is unavailable, the pharmacy will contact the prescriber for a suitable alternative.

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Determine the status of the prescription in question. | |
| **If…** | **Then…** |
| Member will be mailing in a new prescription | Advise the member to have their prescriber write the specific manufacturer’s name on the prescription and write DAW for the generic. |
| Prescription is not yet showing as in process | Refer to [Compass - Viewing, Adding, and Editing Alerts](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18) (054194) for directions on entering a comment to request the specific manufacturer.  **Result:** At the time that we are able to fill for the specific generic manufacturer, the pharmacy will add a long-term Mail Alert to the member’s profile to ensure that any future orders for the prescription will be filled with the requested generic manufacturer. |
| Prescription is currently in process with the wrong manufacturer | Refer to [Compass - Placing/Releasing a Prescription (Rx) in Process on Hold/From Hold](file:///C:/Users/c071417/Downloads/TSRC-PROD-056362) (056362) to place the prescription on hold, if still available.  Then [warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) member to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad)**.** |
| Prescription has already been filled by us | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).   * Ensure Clinical Care Services are within their Hours of Operation. * Continue to **warm transfer,** these are not appropriate calls for a cold transfer. * **Medicare D** members should continue to be **warm** transferred. * Review client specific processes, if applicable. |
| Prescription order was cancelled due to the requested manufacturer being unavailable | Refer to [FAQ Section](#_Frequently_Asked_Questions) below. |

[Top of the Document](#_top)

|  |
| --- |
| Frequently Asked Questions with Answers |

Refer to as needed:

|  |  |
| --- | --- |
| **Question** | **Answer** |
| My doctor has prescribed my medication, why can’t you get it for me? | We are unable to stock all medications from all manufacturers. However, if the specific manufacturer is unavailable, the pharmacy can contact the prescriber for a suitable alternative. |
| Why don’t you stock all medications by all manufacturers? | We have business agreements with manufacturers that provide the best quality of product for our members. However, we are not able to contract with all manufacturers. |
| I want the prescription made by this company | We have different suppliers that can provide the generics you need from other reputable manufacturers. |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

**Parent Documents:**  [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049" \t "_blank), [CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606) (017428)

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**